

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

REHABILITATION ASSOCIATE

DEFINITION

This class is used only by the Department of Education, Division of Vocational Rehabilitation Services.

As part of a Vocational Rehabilitation delivery team, provides professional level support working with clients on vocational planning and problems solving; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Contacts employers to familiarize them with DVRS (Division of Vocational Rehabilitation Services) program services and to develop future placement opportunities; makes presentations to community organizations.

Administers/scores client interest, achievement and aptitude tests and summarizes results.

Assesses client's personal hygiene/appearance, ability to use public transportation, and readiness for community living.

Helps clients with evaluating choices and obtaining rehabilitation services in the community; dictates case notes or enters into electronic record to document client contacts and services provided.

In a class room or one-on-one setting, instructs clients concerning job search techniques, resume writing and interviewing.

Provides transportation for clients to and from program-related appointments and activities.

Assists with public contact for deaf clients and helps them make use of vocational rehabilitation and community services through the use of sign language; provides advocacy services to acquaint others with serving hearing-impaired individuals.

COMPETENCIES REQUIRED

Knowledge of acceptable social, work and interpersonal behavior.

Knowledge of principles of behavior modification, principles of positive and negative reinforcement.

Knowledge of physical and mental disabilities as they relate to vocational development and vocational functioning of persons with disabilities.

Knowledge of attitudinal and cultural barriers that affect the adjustment of hearing-impaired persons into society.

Knowledge of vocational rehabilitation services and planning processes within the organization.

Ability to read and write English at the level necessary for completing observation notes and written reports for agency records.

Ability to communicate and interact with clients to gain and maintain their confidence and establish rapport in a learning environment.

Ability to perform and instruct others in activities of daily living necessary for vocational development, such as personal hygiene, cooking skills, budgeting skills, laundry, and use of public transportation.

Ability to interpret, translate and interact in a variety of situations, and to establish and maintain professional working relationships with all clients, including those who utilize sign language.

Ability to adapt behavior and work methods in response to new information, changing conditions, or unexpected obstacles.

Ability to maintain one's emotions and respond appropriately.

Ability to work under stressful conditions.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Graduation from an accredited college or university with major coursework in a human services related area;

OR

an equivalent combination of education and experience substituting full-time human service work experience for the required education (thirty semester or equivalent hours equals one year) to a maximum substitution of two years.

NOTE:

For designated positions, the hiring authority may require specialized experience, licensure or specific coursework in one or more of the following areas:

- fluency in American Sign Language
- 12 hours (undergraduate or graduate) or six months experience in recreation/leisure services

Applicants wishing to be considered for such designated positions must list applicable coursework, experience, certificate, license, or endorsement on the application.

NOTE:

Positions in this class are exempt from the screening and referral requirements of the Iowa Department of Administrative Services – Human Resources Enterprise. Apply directly to the employing agency.

Division of Vocational Rehabilitation Services
510 East 12th Street
Des Moines, Iowa

Effective Date:: 08/12 BR